

(PRIOR ART)

FIGURE 1

OUTER-TECHNOLOGY

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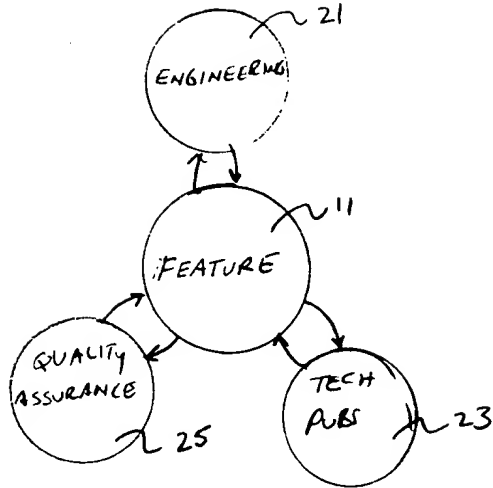
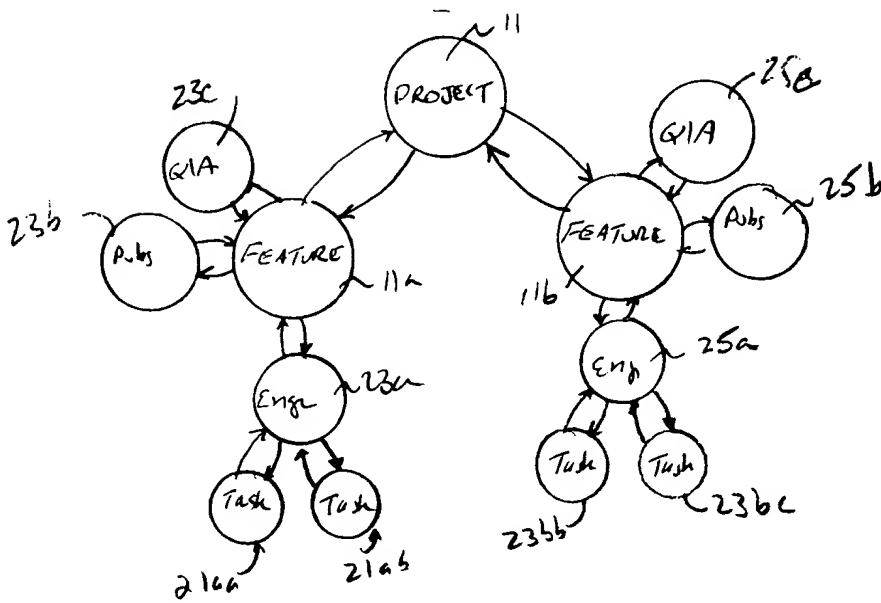


FIGURE 2



16025 3

Global Release Manager

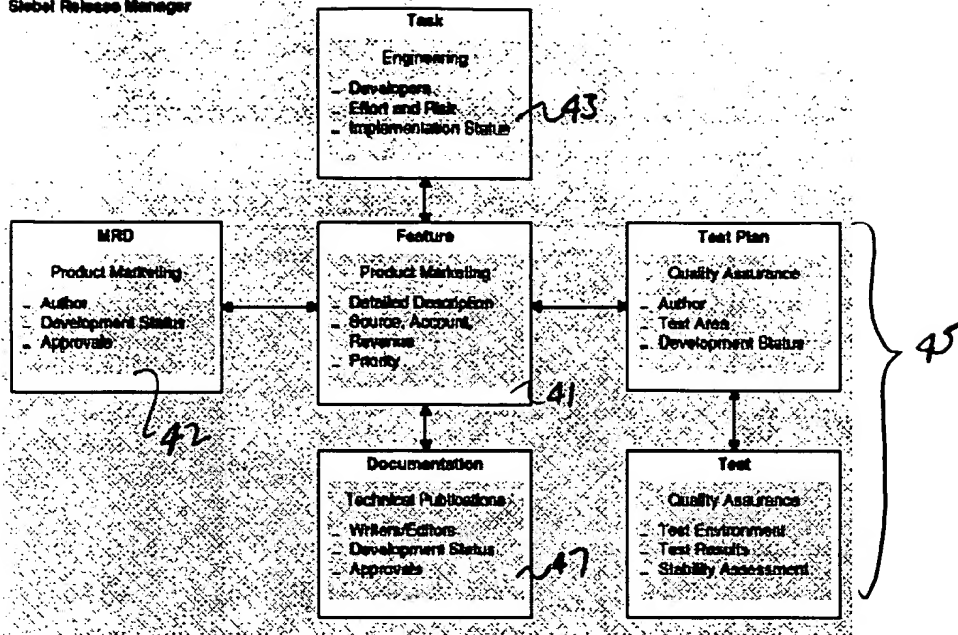


FIGURE 4

Oracle Sales Enterprise - Features

Activities Calendar Quotes Journals Compensation Products Literature Time Sheets Expense Reports Training Small Groups DMR Partners Features

Features

Feature	Parent	Source	Account	Revenue	Priority	Status
1-IVTS	Siebel eService enhancements	Implementing	P0 - Release Defining	PM-Internet Applications...	THC	THC
1-TW24	Call me now	Implementing	P1 - Critical	PM-Internet Applications...	CTI	THC
1-TW2V	Quote enhancements	Implementing	P1 - Critical	PM-SSE...	Quote	MO
1-TW2K	Discount rule	Implementing	P1 - Critical	PM-SSE...	Quote	MO
1-TW3I	Miscellaneous core enhancements	Implementing	P0 - Release Defining	PM-Cos...	Core	ASU
1-TW3D	Data-driven dynamic properties	Implementing	P0 - Release Defining	PM-Cos...	Core	ASU

Feature # 1-TW24

Assoc. Parent THICKS

PM Group PM-Internet Applications

Area CTI

Sub Area Call me now

Description Provides ability for an online customer to request callback from a customer support representative.

Release Siebel 2000 Release

Parent Siebel eService enh

Source Manual Input

Account 67

Revenue 69

Priority P1 - Critical

Status Implementing

Comments

Attachments

FIGURE 5

00460-16040-00

Sabot Sales Interface MRD

Activities Calendar Quotes Time & Cost Compensation Products Literature Time Sheets Expense Reports Training Sales Support D&B Partners Features

Feature  
MRD  
MRD  
Activities  
Attachments  
Engineer Task  
QA Test Plan  
QA Test  
Tech Doc

MRD #	MRD Name	Status	Rel. Feature	Assoc. Parties	PM Group
1-TWBL	Call Me Now	Final	THICKS...	PM-SSV...	
1-TWBP	Core Enhancements	Draft	ASUKUKA...	PM-Com...	
1-TWBH	Quotes	Draft	MICRON...	ENGR-SSE...	

MRD # 1-TWBL Rel. Feature Call me now

Status Final Assoc. Parties THICKS

Release Sabal 2000 Release PM Group PM-SSV

Title Call Me Now

Description

Comments Attachments

FIGURE 6

00160-10000000

51  
83

Sabot Sales Enterprise - Engineer Task

Activities Calendar Quotes Curricula Compensation Products Literature Time Sheets Expense Reports Training SmartScripts DAB Features Features

Feature  
MRD  
Engineer Task  
Engineer Task  
Activities  
Attachments  
Subtasks  
QA Test Plan  
QA Test  
Tech Doc

Engineer Tasks

Task	Description	Status	Assignee
1-1W2P	CTI enhancements to support Call Me Now	In Progress	JABLAY...
1-1W2B	Expand object properties	In Progress	KSTROBEL...
1-1W83	"Call Me Now" button	Unit Test	JYU...
1-1W88	Minimum discount column	Not Started	AMKUSIK...
1-1W89	Add "Max Discount" control to Admin	Completed	KBROODERS...
1-1W9A	Set restrictions for quote control	In Progress	JYU...
1-1W9S	Task 1		

Task Description

Task # 1-1W83

Release Sabot 2000 Release

Assoc. Parties JYU

Eng Group ENGR-SSE

Ref Feature Call me now

Priority Low

Risk Low

Title "Call Me Now" button

Description Add "Call Me Now" button to eService Service Request template

Task Status

Status Unit Test

Design Rev 11/4/99

Code Rev 11/16/99

Comp % 95

Target Date 12/2/99

Comments

Attachments

51 83 8 81 97 101 103 99

FIGURE 7

$$\left\{ \begin{array}{l} \end{array} \right.$$

107



The screenshot displays the Siebel QA Test application. At the top, a menu bar includes options like 'Features', 'MRD', 'Request Task', 'QA Test Plan', 'QA Test', 'Test Details', 'Test Defects', and 'Test Doc'. Below the menu, a navigation pane on the left shows 'Activities', 'Calendar', 'Queries', 'Data entry', 'Empowerment', 'Products', 'Literature', 'Time Sheets', 'Expense Reports', 'Training', 'SmartScripts', 'DAB', 'Partners', and 'Features'.

The main window is titled 'QA Test' and contains a table with the following data:

ID	Test Name	Test Type	Test Plan	Test Case	Test Data	Test Result	Test Status
1-TWPK	11/9/99	Final	SPASS...	CTI - Server (Garage) 5.1	Siebel 2000 v6.0 (2803)	Oracle	Windows NT 4.0
1-TWY	11/17/99	Stable	TITRAN...	CTI - Server (Garage) 5.1	Siebel 2000 v6.0 (2804)	Oracle	Windows NT 4.0
1-TWZ	12/22/99	Stable	SPASS...	CTI - Server (Garage) 5.1	Siebel 2000 v6.0 (2804)	Oracle	Solaris UNIX

Below the table, there is a section for 'Test Description' and 'Test Environment'. The 'Test Description' section includes fields for 'Test ID' (1-TWY), 'Date' (11/17/99), 'Test Plan' (CTI - Server (Garage)), 'Test Case' (TITRAN), 'Release' (Siebel 2000 Release), 'Build' (Siebel 2000 v6.0 (2804)), 'Test Execution Status' (Quick), 'Status' (Stable), 'Cover %' (90), and 'Pass %' (90). The 'Test Environment' section includes fields for 'Web Srv. OS' (Windows NT 4.0), 'Client OS' (Windows NT), 'Server OS' (Windows NT 4.0), 'Database' (Oracle), and 'Client Type' (Dedicated). There are also fields for 'Comment Summary', 'Comments', and 'Attachments'.

Handwritten numbers are used to point to specific fields in the interface:

- 137 points to the 'Test ID' field (1-TWY).
- 141 points to the 'Test Case' field (TITRAN).
- 139 points to the 'Release' field (Siebel 2000 Release).
- 143 points to the 'Build' field (Siebel 2000 v6.0 (2804)).
- 105 points to the 'Status' field (Stable).

The screenshot displays a test management application window. On the left, a dark vertical sidebar contains the text 'Test Details' and 'Test Defects'. The main content area is divided into several sections:

- Test Description:** Contains fields for 'Test # 1-1w/7', 'Date 11/17/99', 'Test Plan CTI - Server (Garnet)', 'Tester TITRAN', 'Release Siebel 2000 Release', and 'Build Siebel 2000 v6.0 (280)'. Handwritten numbers 137, 141, 139, 143, and 145 point to these fields.
- Test Execution Status:** Includes 'Type Check', 'Status Stable', 'Cover % 90', and 'Pass % 90'. Handwritten numbers 136 and 159 point to the 'Status' and 'Pass %' fields respectively.
- Test Environment:** Includes 'Web Srv. OS Windows NT 4.0', 'Client OS Windows NT', 'Server OS Windows NT 4.0', 'Database Oracle', and 'Client Type Dedicated'. Handwritten numbers 133, 155, and 153 point to 'Client OS', 'Database', and 'Client Type' respectively.
- Comment Summary:** A large text area for comments and attachments. Handwritten numbers 151, 147, 144, and 157 point to various parts of this section and the bottom of the window.

At the bottom of the window is a standard Windows taskbar with the 'Start' button and several open application icons.

The screenshot displays the Siebel CRM interface. At the top, a navigation bar includes links for 'Features', 'Tools', 'Reports', 'Training', 'Support', 'Partners', and 'Feedback'. Below this, a sidebar on the left lists various document types: 'Features', 'SMB', 'Enterprise Tools', 'QA Test Plans', 'Tech Docs', 'Architectures', and 'Attachments'. The main content area is titled 'Tech Documents' and contains a table listing documents.

Document ID	Document Name	Status	Page Count
1-TWGR	CTI Guide	First Draft	100
1-TWGR	Siebel Applications Guide	First Draft	100
1-TWS	Siebel Tools Reference Guide	First Draft	200

Below the table, a detailed view of the selected document 'CTI Guide' is shown. It includes fields for 'Document Description', 'Doc ID', 'Release', 'Version', 'Title', 'Description', 'Document Development', 'Status', 'Page Count', 'Target Date', 'Comments', and 'Attachments'. The 'Doc ID' is 1-TWGR, 'Release' is Siebel 2000 Release, 'Version' is 1.6.3, 'Title' is CTI Guide, 'Description' is Guide to CTI functionality, including the installation and configuration of supported CTI middleware, 'Status' is First Draft, 'Page Count' is 100, and 'Target Date' is 12/15/99. The 'Comments' field contains the handwritten number '57'.

169

## PROJECT

PROJECT ID#	OWNER ID	PRODUCT NAME	PRODUCT DESCRIPTION	PROJECT DESCRIPTION
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## FEATURE

PROJECT ID#	FEATURE ID#	TITLE	TEAM LEADER	PARENT FEATURE	MARKETING GROUP	PRODUCT AREA
FEATURE SOURCE	ACCOUNT	REVENUE ESTIMATE	PRIORITY	STATUS	LINKS TO OTHER FEATURE	LINKS TO OTHER FEATURES

## ENGINEERING

PROJECT ID#	FEATURE ID#	ENGINEERING REL#	TITLE	DESCRIPTION	PROJECT TEAM
ENGINEERING GROUP	PARENT	PRIORITY	LEVEL OF EFFORT	RISK	LINK TO RELATED FEATURES
STATUS	DESIGN REVIEW	CODE REVIEW	COMPLETION %	TARGET COMPLETION DATE	

## QUALITY ASSURANCE

PROJECT ID#	FEATURE ID#	QA RELEASE #	TITLE	DESCRIPTION	PROJECT TEAM	QUALITY ASSURANCE GROUP
RELATED FEATURES	STATUS	COMPLETION %	TARGET COMPLETION DATE	PASSES	LAST BUILD	

## QUALITY ASSURANCE (INDIVIDUAL TEST)

PROJECT ID#	FEATURE ID#	QA RELEASE #	TEST #	DATE	TESTER	TEST PLAN	CLIENT OS
SERVER OS	WEB SERVER	DATABASE	CLIENT TYPE	TEST TYPE	STATUS	COVER %	PASS %

## TECHNICAL PUBLICATIONS

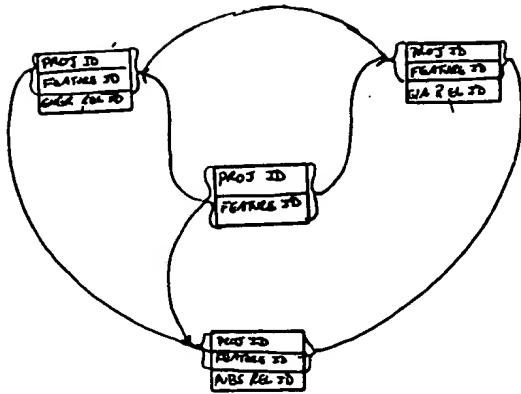
PROJECT ID#	FEATURE ID#	PUB REL #	TITLE	DESCRIPTION	DOCUMENT VERSION #	ESTIMATED PAGES
NEW %	PROJECT TEAM	RELATED FEATURES	STATUS	COMPLETION %	TARGET DATE	

## ENTERPRISE SPECIFIC

PROJECT ID#	FEATURE ID#	MATTER ID#	NON-INFRINGEMENT	NEW APPLICATION	LETTER TO CLIENT
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FIGURE 11

004620: T6607560

[illegible]**FIGURE 12**

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